

## TROUBLESHOOTING TIPS

If you experience any of these symptoms please try and work through the troubleshooting tips before contacting Tom or our Service Desk.

*Figure 1: The correct pressure display of the machine in use*



### Espresso takes too long to pour (more than 30 seconds)

**Cause 1** - Grind is set too fine. Make a small adjustment (1 cm turn) on the grinder in the direction marked 'grossa' or 'coarse'. This is clockwise on La Spaziale grinders but may be anti-clockwise on other models. Run the grinder for 5 seconds and discard the grounds, ensuring the dosing chamber is empty. Now dose and tamp before running a fresh espresso. This should result in a faster extraction time. Repeat until time falls within 20-30 second window.

**Cause 2** - Too much coffee in group handle. Check your dosing method by referring to the supplied crib sheet and try espresso again. If still too slow the grind may be too fine. A wet cake in the grouphead is a sign that this is may be the case.

### Espresso takes too little time to pour (less than 20 seconds)

**Cause 1** - Grind is set too coarse. Using method described above, make the grind finer and re-try extraction.

**Cause 2** - Too little coffee in the group handle. If your cake is sloppy and doesn't have a clearly defined depression in its centre then you may need to use more coffee in your extractions. Check dosing method on the crib sheet and re-try.

### No coffee coming through grinder

**Cause 1** - There is a black slider at the next of the hopper. If this is pulled out then the hopper will be closed and no beans can pass through to the blades. Make sure this is closed to allow beans through.

**Cause 2** - Grinder blades set too close together. If the grind is set very fine then no grinds can pass though the blades. Make grind coarser until coffee begins to flow again. You will then need to recalibrate the grinder to achieve correct extraction time.

## Coffee tastes bitter

**Cause 1** - Check your extraction time and shot size. Long shots (30ml plus) or long extraction times (30 seconds plus) can cause excessive bitterness.

**Cause 2** - The espresso machine may be running too hot. Check the dial on the front of the machine (see figure 1). The right hand needle should read between 0.7 and 1.2 bar. Anything in excess of this indicates that the boiler may be too hot, leading to over-extraction of the espresso when brewing.

## Coffee tastes weak/displays poor crema

**Cause 1** - Again, check your extraction times and shot size. Short shots (20ml or less) or short extraction times (20 seconds or less) will result in weak or acidic espresso.

**Cause 2** - The espresso machine may be running too cold. Check the dial (see figure 1) – the right hand should read at least 0.7 bar - anything less than this will result in cool and weak espresso. The most common cause of this is dispensing too much water from the espresso machine and the only cure is to give the machine a few minutes to catch up. This may also happen if you have recently turned the espresso machine on from cold and it is still waiting to reach optimum temperature.

**Cause 3** - Coffee that has been left in the grinder for more than 30 minutes will begin to stale. Only grind what you need for the order you have on. Coffee left in the dosing chamber over night must be thrown away.

## Weak steam wand/difficulty steaming milk

**Cause 1** - If you have reduced power from your steam wand, it is most likely that the boiler in your espresso machine is struggling to keep up with demand. Avoid dispensing unnecessary hot water from your espresso machine by only using it for making espresso based drinks. All tea should be brewed from the urns located in your kitchens.

**Cause 2** - Steam wand nozzle may be blocked. Check you are getting a jet from each of the four holes in your steam wand tip. Use the coffee tool provided to clear blocked holes and remember to flush and wipe wand before and after every use.

**Cause 3** - Milk may be out of date or close to it's best before date. Fresh, cold, whole milk is the best for making silky dense foam.

## Leak under the coffee machine

Loose coffee grounds can clog the waste pipe causing excess water to leak onto the worktop. Remove drip trays and examine the entrance to the waste pipe to see if it is full. If so, check there are no kinks in the pipe and use an implement to scoop out collected grounds. Try and avoid flushing excess grinds into the drip tray.